

GRIEVANCE REVIEW TIME FRAMES

TASK	WHO	WHEN
CSW provides information of the right to a Grievance Review Hearing including the regulations and procedures via the DCFS 4161 & 4161-I to:	Parent/Guardian	At time of placement
	Foster Parent (including relatives and non-relative extended family members)	At time of placement and with a 7-day notice of intent to remove child (DCFS 489-3)
	Complainant	At time of filing the complaint
TASK	CIRCUMSTANCES	WHEN
Complainant files the Review Request (DCFS 4161)	Removal	Not less than 2 calendar days prior to the intended date of removal.
	When the Complainant disagrees with the Placement chosen by DCFS	Within 10 calendar days after becoming aware of the action under complaint.
TASK	WHO	WHEN
Delivery of the Notice of Review Hearing (DCFS 4161-N) to all parties.	RA	Must be received by all parties no less than 5 calendar days prior to the hearing.
Completion of a written summary of the situation under grievance.	RA	Must be completed and submitted to the Review Agent within 5 business days of the RA's receipt of the DCFS 4161 from the complainant.
Grievance Review Hearing	Review Agent	Must take place within 10 business days from the date the written complaint is received by DCFS. The Review Agent has the authority to continue the Review Hearing over a period not to exceed 10 calendar days from the Initial Review Hearing date.
Written Recommended Decision	Review Agent	Must be complete 10 calendar days after completion of the Review Hearing. If additional time is needed to time to review evidence and issue a final decision, this shall not exceed 20 calendar days.
Final Written Decision	DCFS Director	Must be issued by the Director within 5 calendar days after receipt of written recommended decision.
One year retention of all Grievance Review hearing records.	Review Agent's Service Bureau	Following issuance of the Director's final decision.